

Homelessness Strategy Action Plan 2014 – 2018 (Appendix 2)

Priority 1 – Supporting Young People to Live Independently			
Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough			
NAS Service Plan Linkage: Priority 5 – We will respond quickly to people’s needs, mitigating the effects of poverty and helping them thrive			
Action	Lead Officer	Timescale	Outcome/Measurements
We will provide information for young people on their housing options to prevent homelessness	Homelessness Manager Housing Register and Advice Manager	September 2014	<ul style="list-style-type: none"> • Reduce repeat homelessness • Reduce parental evictions • Tenancy DVD produced • Increase information to prevent homelessness online
We will undertake housing advice sessions in schools and colleges	Employment Solutions Officer Learning Disability and Transitions Housing Officer	September 2014	<ul style="list-style-type: none"> • Deliver a programme of advice sessions in schools and colleges • Increase awareness of all housing options • Reduce homelessness presentations • Provide appropriate accommodation and support at the right time
Help young people who wish to move by providing more information about the local area	Homelessness Manager	December 2014	<ul style="list-style-type: none"> • Local information published on the property adverts • 100% of It’s Your Move meetings with Area Housing Officers
We will work with support providers to find the best housing solutions for young people	Homelessness Manager	December 2015	<ul style="list-style-type: none"> • Reduce the numbers of failed tenancies • Pre tenancy advice for young people prior to an offer of a tenancy • Reduce young homelessness people living in temporary accommodation or sofa surfing

Undertake annual reviews of the Young Person's Moving on Panel to ensure they have the knowledge and skills to live independently and understand the responsibilities of being a tenant	Homelessness Manager Moving on Panel Members	Annually in May	<ul style="list-style-type: none"> Review the effective of the referral process from Support Providers Review 16/17yr old Joint Protocol for Young People
Priority 2 - Ending rough sleeping in Rotherham			
Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough			
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We will work with partners to ensure we provide advice and support to rough sleepers in Rotherham	Homelessness Co-ordinator	July 2014	<ul style="list-style-type: none"> Eliminate rough sleeping Increase usage of rough sleeper reporting line
Work with partners to access accommodation	Homelessness Co-ordinator	September 2014	<ul style="list-style-type: none"> Reduce street homelessness Improve well-being for people who have been street homeless
Develop outreach surgeries, to offer appropriate housing advice at a local level. Eg Shiloh	Homelessness Co-ordinator	October 2014	<ul style="list-style-type: none"> Provision of effective housing advice and promotion of support services available Services taken to those who need them
Support rough sleepers in the most appropriate way and provide advice and assistance	Homelessness Co-ordinator	December 2014	<ul style="list-style-type: none"> Reduce entrenched rough sleeping
We will review and monitor rough sleeper data through the No Second Night Out protocol	Homelessness Co-ordinator	January 2015	<ul style="list-style-type: none"> No 'Second Night Out Protocol' reviewed for effectiveness

Priority 3 - Providing quality information on all housing options			
Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough			
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Give clear information to customers and utilise all housing options available	Homelessness Manager Housing Register and Advice Manager	September 2014	<ul style="list-style-type: none"> • Provision of comprehensive information for people, allowing them to make informed choices • Reduce repeat homelessness
Increase opportunities to self-serve and access information on the website, and in local libraries throughout the borough to avoid people having to travel in to Rotherham	Homelessness Manager Housing Register and Advice Manager	September 2014	<ul style="list-style-type: none"> • Improve customer choices and wider range of services • Provide localised services for peoples convenience
Work proactively with Area Housing Officers and Housing Income Champions to support tenants who are experiencing difficulties sustaining their tenancies to prevent eviction and homelessness	Homelessness Manager Homelessness Co-ordinator	September 2014	<ul style="list-style-type: none"> • Increased awareness and understanding of homelessness prevention • Reduction in evictions • Increase in tenancy sustainability
Develop a homelessness prevention pack for customers offering advice and where to get help	Homelessness Co-ordinator	December 2014	<ul style="list-style-type: none"> • Provision of easy to understand and comprehensive information • Ensure early intervention and homelessness prevention
Deliver training to Ward Members and colleagues on all aspects of homelessness	Homelessness Manager/Homelessness Co-ordinator	March 2015	<ul style="list-style-type: none"> • A clearer understanding of statutory homelessness and the ways in which homelessness can be prevented

Priority 4 – Reviewing the provision of temporary accommodation			
Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough			
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Undertake reality checks of temporary accommodation(crash pads)	Homelessness Manager	August 2014	<ul style="list-style-type: none"> • Appropriate use of the accommodation provided • Reduce rent loss during tenancies for temporary accommodation • Improve customer satisfaction levels
Carry out a 6 monthly review of crash pads, location, standards and information available to the customer when they arrive	Homelessness Manager Home Services Manager	September 2014	<ul style="list-style-type: none"> • Quality accommodation is provided in the right location and maintained to a good standard
Assess the availability and quality of temporary accommodation/direct access hostels in Rotherham and the sub-region	Homelessness Manager	March 2015	<ul style="list-style-type: none"> • Provide suitable and appropriate accommodation to homeless households • Increase access to bed spaces sub-regionally
Review the suitability and success of supported and move on accommodation	Homelessness Manager	May 2015	<ul style="list-style-type: none"> • Ensure provision is appropriate • Identify any gaps in provision and develop plans to address these • Review referral processes for move on from supported accommodation
Identify how a customer in Rotherham may access a bed space sub-regionally, and what is their experience when they get there	Homelessness Manager	June 2015	<ul style="list-style-type: none"> • Opportunity to refer to direct access accommodation • Reduction in street homelessness

Work with providers to ensure services offered are appropriate	Homelessness Manager Homelessness Co-ordinator	March 2016	<ul style="list-style-type: none"> • Ensure accommodation and support provided meets peoples' needs
Priority 5 - Reducing the risk of people becoming homeless due to financial difficulties			
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Implement changes to the Council’s Housing Allocations Policy	Housing Options Manager	September 2014	<ul style="list-style-type: none"> • Implement a needs based allocations policy to address housing need
Increase knowledge of the Allocation Policy rules to partners and stakeholders	Homelessness Manager Housing Register and Advice Manager	December 2014	<ul style="list-style-type: none"> • Provide accurate information on changes to allow consideration of the impact on their customers and services
Advise new tenants on availability of household items through funds for change and the furnished scheme	Housing Options and Neighbourhood Teams	December 2014	<ul style="list-style-type: none"> • Tenancy sustainability • Improved budget management •
Implement a new rent policy	Housing Income Manager	March 2015	<ul style="list-style-type: none"> • Early intervention and homelessness prevention •
Introduce local advice surgeries and offer services locally and avoid customers having to travel for face to face advice	Homelessness Co-ordinator	June 2015	<ul style="list-style-type: none"> • Provide localised services • Early intervention and homelessness prevention

Priority 6 - Helping more people to access and sustain private rented accommodation			
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We will encourage homeless applicants to consider private rented sector accommodation, where appropriate	Homelessness Co-ordinator	June 2014	<ul style="list-style-type: none"> • Reduce time people wait for rehousing • Offer a wide range of accommodation options • Implement Private Rented Sector Offers
Review the Key Choices Property Management Service	Housing Option Manager	September 2014	<ul style="list-style-type: none"> • Provide value for money • Reduce failed tenancies in private rented accommodation through provision of intensive support • Improve condition of private rented accommodation by providing detailed inspections
Implement Private Rented Sector Offers to discharge homelessness duty to the private rented sector, ensuring suitability and affordability	Homelessness Manager	September 2014	<ul style="list-style-type: none"> • Reduction in demand on the Council’s housing register • Offer a wide range of accommodation options
Ensure private sector tenants are supported to sustain their tenancy	Homelessness Manager	March 2015	<ul style="list-style-type: none"> • Tenancy sustainability due to intensive tenancy support • Reduction in failed tenancies • Reduction in repeat homelessness
Work with landlords and letting agents, to negotiate bond and rent in advance options	Homelessness Co-ordinator	March 2015	<ul style="list-style-type: none"> • Increase access to a wider group of people • Effective homelessness prevention
Develop and implement services to sustain tenancies and prevent homelessness, including reviewing the Rent in Advance scheme and the paper bond scheme	Homelessness Co-ordinator Loan and Bond Officers	September 2015	<ul style="list-style-type: none"> • Sustain tenancies and prevent homelessness • Value for money

Priority 7 - Improving access to suitable accommodation for people leaving supported and institutionalised establishments

Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough

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Undertake advice surgeries in Swallownest Court Hospital	Homelessness Co-ordinator	September 2014	<ul style="list-style-type: none"> • Prevention of repeat homelessness • Planned moves with support in to suitable accommodation
Core meetings to be held prior to discharge from mental health unit, to decide on most appropriate accommodation on discharge	Homelessness Co-ordinator	December 2014	<ul style="list-style-type: none"> • Planned move and provision of appropriate support services • Sustainable tenancies
We will continue to work with providers and the offender accommodation service to ensure that appropriate support services are available for those being discharged from prison	Homelessness Co-ordinator	March 2015	<ul style="list-style-type: none"> • Offenders will not be evicted whilst in prison due to preventable housing benefit issues • Provision of appropriate support services on release from prison to reduce the risk of reoffending
Carry out assessments whilst the offender is still in prison, providing a planned approach to rehousing on release	Homelessness Co-ordinator	March 2015	<ul style="list-style-type: none"> • Reduction in repeat homelessness and reoffending